



Customer Service Principles

Our commitment to you as Ecology employees

Responding to citizens

- We will make every effort for all callers to be able to reach a live person during normal business hours, if the person they are calling is not available.
- We will make every effort to return all calls within 24 hours or the next business day.
- We will keep our voice mail greetings current and allow an easy means to get to a live person.
- We will keep our telephone book listings updated and easy to understand.
- We will continue to improve the quality of our customer services through training and other appropriate means.
- We will make every effort to respond to written correspondence within 14 days of receipt of a letter. We will consider responding via a phone call or email when appropriate.

Permit processing

- We will make every effort to make fair, appropriate, and timely permit decisions.
- Our permitting staff will be knowledgeable, objective, helpful, responsive, and cooperative.
- We will communicate information clearly, timely and accurately.

Making rules

- We will create opportunities to provide input into rule development.
- We will ensure plain English explanations of regulations and the problems they are designed to address.

Enforcement Inspections & Compliance Assistance

- Compliance assistance field representatives will provide timely assistance, referrals and be technically knowledgeable.
- You should expect compliance assistance tools that are responsive to your needs.
- Inspectors will be professional, courteous, and technically knowledgeable, with appropriate understanding of federal requirements and agency compliance and enforcement policies.